



Passes Assistant – Boomtown

Location: Matterley Estate near Winchester in Hampshire

Dates: 29th July – 19th August, with 1 day off per week

Contract Type: Freelance

Rate/Salary: £160 per day

About Boomtown

We are a creative organisation producing one of the UK's most ambitious festivals. Each year, we build a temporary city packed with music, theatre, art, sustainability initiatives and immersive storytelling. Our aim is to inspire creativity, connection and collective action — delivered collaboratively with partners, artists, guests and local communities.

About the Role

We're looking for a Passes Assistant to join our Operations team during the on-site build period. This role focuses on organising, tracking, preparing, distributing and reconciling festival passes.

The Passes Assistant will also work closely with the Operations Assistant, supporting the central Operations front desk with visitor queries, messages and wider administration.

What You'll Do

- Maintain an efficient and secure passes office, ensuring stock is organised, monitored and regularly audited.
- Count and assemble passes stock orders for distribution to accreditation, contractors and area management teams
- Prepare passes for distribution, including laminate passes and other special pass types
- Uphold an audit sign-in and sign-out system to track distribution of passes and returned stock post-show, using both paper sign-out sheets and a spreadsheet database
- Print and update passes sheets for access control points and management briefing documents
- Manage pass pick-up bookings and sign-out appointments, ensuring accurate records are kept.

- Receive and verify pass deliveries, record quantities and serial ranges, and monitor available stock for emergency requirements.
 - Collate data for special passes, such as photo passes, and chase missing information where required
 - Support with the delivery of passes to accreditation or other teams if required
 - Answer passes queries during pick-ups and respond to general passes queries that come into the Operations office, escalating to the Accreditation Operations Manager where necessary
 - Support the Operations front desk by greeting visitors, taking messages and triaging general queries when needed.
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What You'll Bring

Your experience may come from festivals, events, arts organisations, community projects or other sectors. What matters most is your ability to:

- Excellent administrative skills
- Confident using Google Sheets or Excel
- Confident with numbers, counting and stock tracking
- Strong attention to detail and accuracy
- Clear and respectful communicator with a helpful and proactive approach
- Calm, organised and able to work under pressure
- Reliable, adaptable and able to respond to changing operational needs
- Knowledge of accreditation or passes systems is desirable, but not essential
- A UK driving licence and confidence driving site vehicles is desirable, but not essential

If you don't meet every requirement but believe you could make a meaningful contribution, we encourage you to apply.

Why Work With Boomtown

- be part of one of the UK's most innovative and creative events
- contribute to cultural, environmental and social impact
- work with a supportive, values-driven team
- flexible, trust-based working culture

- opportunities to grow your skills in large-scale live events (*within role scope*)

Our Benefits:

- *Generous annual leave allowance including extra time off over Christmas and your birthday*
- *Pension scheme*
- *Salary sacrifice schemes for bikes (inc E bikes), and IT equipment*
- *Enhanced maternity/paternity leave (subject to eligibility)*
- *Employee wellbeing support including 24/7 counselling service*
- *Regular staff socials*

Our Values

Respect Yourself | Respect Each Other | Respect the Planet | Creativity | Connection | Celebration

How to Apply

We welcome applications from people of all backgrounds and communities. If there are adjustments we can make to support you through the process, please let us know. We encourage applications from underrepresented and marginalised groups within the festivals and live events sector

Send your CV **or an alternative format** to **Job@boomtownfair.co.uk**

Closing date: 31st May

